



BULK UPLOAD TIPS FOR SUCCESS

We are pleased to share this information on SunRail's bulk upload process. We strive to provide the highest level of service to our customers. For assistance and complete information, please contact customer service at 855-RAIL-411 (724-5411) or info@SunRail.com.

FOR THE SUNRAIL RIDER

- SunCards must be registered. Register at account.SunRail.com.
- Bulk uploads take place between the 20th and the 25th of the month for the following thirty-day period.
- The thirty-day period begins once the pass is activated (tapped on at a station Ticket Validator).
- Monthly passes are actually 30-day passes. The 30 days begin when they are first activated (tapped on at a station Ticket Validator). Monthly passes do not start on the first of the month, unless the first is when the SunCard holder activates the pass by tapping on.
- SunCards may hold a monthly pass and prepaid value at the same time. We suggest all monthly pass holders load at least \$10.00 of prepaid value onto their SunCard as a backup if their pass expires before a new pass is loaded.
- When you tap on, the system will automatically recognize a valid monthly pass first. If the pass has expired, the system will use prepaid value.
- SunCards with prepaid value loaded onto them must have a positive balance, as SunCards with a negative balance will NOT process the upload. (We have seen failed uploads for as little as a negative balance of 40 cents!)

Reloading Your SunCard:

- ▶ Check your SunCard balance between the 20th to 25th of each month at account.SunRail.com or at a station Ticket Vending Machine.
- ▶ Add funds if necessary. If a SunCard is negative between the 20th and the 25th of the month, a new pass will not upload.
- ▶ When using Prepaid Value, please project the cost of your planned travel, and ensure your SunCard is loaded with enough value to complete your trip.
- ▶ Ambassadors are available at certain times on the platforms if you need assistance with this process. There is also a Passenger Access Telephone (PAT) at every station. This is a free, direct call to our customer service center.
- ▶ Verify within a few days of the bulk upload that order is correct by visiting account.SunRail.com. If not, contact customer service at 855-RAIL-411 (724-5411) or info@SunRail.com within 3 to 5 business days to report any issues.

FOR THE EMPLOYER AND COMMUTER BENEFIT ORGANIZATION

- Submit spreadsheet or listing no later than the 15th of every month.
- If corrections are needed, we will contact you via email. Resubmissions are due by the 18th of the month.
 - ▶ For companies with larger lists, please plan accordingly, as it takes time to check balances and prepare the invoice (if requested). We verify the balances on every commuter on the spreadsheet prior to submitting it for processing. However, a SunCard may go negative after it has been verified.
- Payment must be received by the 20th of each month, so that the upload can be released for processing and the SunCards loaded for the cardholders.